# Omron HEM-670IT Blood Pressure Monitor Troubleshooting Guide

This guide will help you solve problems that may occur when you're using your Omron Blood Pressure Monitor or uploading data from it to your HealthVault account. You may find it useful also to refer to the printed instructions that came with your device.

## Troubleshooting Tips

| Problem | Possible Causes | Solutions |
|---|---|---|
| Blood Pressure Monitor status in Connection Center shown as 'Your device isn't connected' | Connection is not well established | Ensure the USB cable is properly plugged into the computer and the device. |
| | | Disconnect the USB cable and the reconnect it, then wait several seconds |
| There are measurements on your blood pressure device but they are not uploading when the device is connected | Computer and device might be out of sync | 1. Disconnect the USB cable.<br>2. Make sure the device is turned off by pressing start/stop.<br>3. Reconnect the USB cable |
| | | If you connect your cable more than 20 seconds after you take a reading, Connection Center may not detect it. If Connection Center does not detect it, please disconnect the cable and reconnect it again. |
| | | Make sure the Blood Pressure Monitor selector is switched to the correct user (A or B). NOTE: You can configure Connection Center to upload data from A or B or both. |
| Device display is blank. | Power off | Check that the device is turned on. |
| | No battery power | Replace batteries, referring to the battery installation instructions.<br><br>Check for proper placement of the battery polarities (+ and – symbols). |
| Blood pressure measurements are unexpectedly high or low. | Error in taking measurements | Review the instructions for taking a measurement. |
| | | Blood pressure can fluctuate throughout the day for a number of reasons. If you observe fluctuations outside the range your doctor has defined as normal for you, you may require prompt attention. Contact your doctor. |

## Device Errors

| Error or symbol | Cause | Resolution |
|---|---|---|
| Device shows “E” and “HEIGHT”, then “0” | Wrist movement during measurement. | Take unit off, refer to “Taking a Measurement” in the instruction manual. Take another measurement. |
| Device shows “E”, then “0” | Arm movement during measurement. Talking during measurement. | |
| Device shows “E ” over “E”, then “0” | Excessive body movement during measurement. | |
| Device shows “E” and numbers | Abnormal unit unction. | Contact Omron Customer Support at www.omronhealthcare.com. |
| Device shows “Battery picture with a cross mark” | Batteries are worn | Replace the two batteries.<br>Refer to “Battery Installation” in the instruction manual. |
| No Power<br><br>No Display appears on the unit | Power off | Check that the device is turned on.<br><br>Check the battery installation for proper placement of the battery polarities.<br><br>Replace the two batteries with new ones. |

If you have a problem with your device that this information does not solve, please:

- Refer to the printed instructions that came with your device.
- Phone Omron Customer Service: 1 (800) 634-4350
- Go to http://www.omronhealthcare.com

## Trouble with Microsoft® HealthVault Connection Center or your HealthVault™ account?

If your device is working correctly and you are having problems using your HealthVault Connection Center software or connecting to your HealthVault account, go to:
http://healthvault.com/help.html
Here you'll be able to access HealthVault Connection Help and FAQs and HealthVault account Help.

For device troubleshooting tips, go to: http://support.microsoft.com/kb/943236

If you have questions that are not answered by HealthVault Help, go to:
http://www.healthvault.com/support
Here you'll be able to submit a request for support to the HealthVault team.

For general Microsoft support, go to http://support.microsoft.com/

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